

E-01345A-08-0426



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ORIGINAL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009 - 77611

Date: 3/18/2009

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Arlene G.

Hemphill

Account Name:      Arlene G. Hemphill

Home: [REDACTED]

Street:      [REDACTED]

Work:

City:      Maricopa

CBR:

State:      AZ      Zip: [REDACTED]

is:

Utility Company:      Arizona Public Service Company

Division:      Electric

Contact Name:      [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following letter dated 3-13-09:

Docket No. E-01345A-08-0426

Dear Sirs:

A.P.S. sale to ED# would be an adversity to low income customers ED# has no discount for low income. In June 08 my bill was \$23.69. ED# estimated it would be \$5 & \$50 for the same amount of kwh. They also do not have an equatizer plan.

Yours truly,

Arlene G. Hemphill

Maricopa, AZ 85239

\*End of Complaint\*

Utilities' Response:

Arizona Corporation Commission

DOCKETED

MAR 20 2009

DOCKETED BY

[Signature]

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2009 MAR 20 A 9:05

RECEIVED

Investigator's Comments and Disposition:

I called the customer and acknowledged her letter dated 3-13-09 and provided my name @ the ACC. I extended thanks for taking the time to express her opinion and that her comments would be noted as a permanent record in this application and would be considered before a decision is rendered in this matter.

I e-mailed Lupe Ortiz @ ACC Phoenix Office to please have this docketed towards APS docket no. E-01345A-08-0426 In the matter of the application of Arizona Public Service Company for approval to sell certain facilities

# ARIZONA CORPORATION COMMISSION

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in Pinal County and for deletion from its Certificate of Convenience and Necessity certain areas in Pinal County.  
File closed.

\*End of Comments\*

**Date Completed:** 3/18/2009

**Opinion No.** 2009 - 77611

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